

(CR0) Department of Consumer and Regulatory Affairs FY 2017 Draft Annual Performance Plan*

Department of Consumer and Regulatory Affairs has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Provide timely and efficient business processes to promote and improve the progression and development of the District.
2	Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia
3	Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing.
4	Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia.
5	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget linen items. This is further divided into Daily Services, (ex. sanitation disposal), and long-term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Provide timely and efficient business processes to promote and improve the progression and development of the District. (6 Activities)		
Business Service Center	Issues and renews business licenses.	Daily Service
Corporation Division	The vehicle for which residents can create and register corporate entities.	Daily Service
Occupational and Professional Licensing	Responsible for issuing and testing for professional and occupational licensing.	Daily Service
Regulatory Investigations	Investigates district businesses upon their creation and renewal. Also investigates businesses to ensure compliance with applicable regulations.	Daily Service
Business Service Center	Issues and provides approvals for special events held on public spaces.	Daily Service
Weights and Measures	Conducts onsite visits to test weighing devices and register them if they meet our standards.	Daily Service

2 - Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia (4 Activities)		
Permits	Issues permits for the following areas: Building, supplemental, post card, home occupational and certificate of occupancy permits.	Daily Service
Plan Review	Reviews plans and blueprints submitted for permit issuance.	Daily Service
Surveyor	Maintains and issues land survey plats and land records in the District.	Daily Service
Permits	Issues new addresses for new construction, or change addresses for existing structures.	Daily Service
3 - Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing. (5 Activities)		
Vacant Property	Responsible for the registration, maintenance and tracking of all non-government buildings and structures in the District.	Daily Service
Property Management	Manages the Board of Condemnation for Insanitary Buildings.	Daily Service
Property Management	Processes civil infractions through the hearing, and responsible for collecting fines.	Daily Service
Scheduling & Enforcement Unit	Coordinates the abatement of properties and structures with code violations.	Daily Service
Property Management	Places liens on properties with outstanding fines/fees through the special assessment process.	Daily Service
4 - Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia. (5 Activities)		
Construction Compliance	Inspecting construction sites for code compliance and proper permits.	Daily Service
Residential Inspections	Housing Inspections Program ensures habitable housing by answering tenant's requests for residential inspections.	Daily Service
Residential Inspections	Proactively inspect residential apartment units for code compliance, to prevent hazards or harsh living conditions for tenants.	Daily Service
Construction Compliance	Responsible for inspecting and approving boilers approving boilers and elevators across properties in the District.	Daily Service
Construction Compliance	Third Party Inspections are conducted to ensure quality inspections are being performed by third party inspection agencies.	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Provide timely and efficient business processes to promote and improve the progression and development of the District. (9 Measures)						
Percentage of Business licenses issued within 1 business day	X	Not available	Not available	Not available	Not available	40%
Percentage of Small Business Resource Center (SBRC) customers prepared to start a business, who receive a business license	X	Not available	Not available	Not available	Not available	100%
Percentage increase of licenses renewed for businesses	X	Not available	Not available	Not available	Not available	30%
Percentage decrease in businesses operating illegally	X	Not available	Not available	Not available	Not available	10%
Percentage of business licenses renewed within 1 business day	X	Not available	Not available	Not available	Not available	40%
Percentage of completed special event applications processed within 1 business day	X	Not available	Not available	Not available	Not available	100%
Percentage of Corporate Registrations processed within 1 business day (walk-in customers)	X	Not available	Not available	Not available	Not available	80%
Percentage of Professional Licensing issued within 30 business days	X	Not available	Not available	Not available	Not available	80%
Percentage of pre- license investigations conducted by regulatory investigations within 5 business days		100%	101.4%	100%	100%	100%
2 - Provide accurate, thorough and efficient plan reviews within the specified timeframes to effectively issue permits to the residents and project developers of the District of Columbia (2 Measures)						
Percentage of electronic applications (Project Dox) completed within 30 days		Not available	100%	100%	100%	100%
Percentage of walk-through applications reduced	X	Not available	Not available	Not available	Not available	10%
3 - Provide effective enforcement of vacant and blighted surveying, and the notice of violation and fining process, to allow for additional options for affordable housing. (3 Measures)						
Percentage of vacant/blighted referrals scheduled within 2 business days	X	Not available	Not available	Not available	Not available	80%

Percentage of vacant/blighted referrals surveyed within 5 business days	X	Not available	Not available	Not available	Not available	80%
Percentage of Vacant properties reduced	X	Not available	Not available	Not available	Not available	20%

4 - Provide timely and efficient Residential, Commercial, and Illegal construction inspections to improve the safety and progression of the District of Columbia. (4 Measures)

Percentage of inspection requests scheduled within 2 days	X	Not available	Not available	Not available	Not available	75%
Percentage of initial inspections completed within 7 business days (Residential, proactive, commercial, illegal)	X	Not available	Not available	Not available	Not available	75%
Percentage of inspections resulted (with NOV or inspection reports) within 30 days	X	Not available	Not available	Not available	Not available	75%
Percentage of abatement within 5 business days, after the Notice of Infraction is issued	X	Not available	Not available	Not available	Not available	50%

5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)**

Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service- Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee District residency	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources- Employee Onboard Time	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
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Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

**"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.